

ID	Start time	Overall, how	Please can you tell us why you gave your answer?	Please tell us about anything that we could have done better.
1	9/2/25 9:47:59	Very good		
2	9/2/25 11:39:00	Very good	Doctor was very understanding and seemed to genuinely care about my issues.	Nothing, all was perfectly fine, from arrival at reception, seeing doctor and leaving. Thank you.
3	9/2/25 15:37:58	Very good	I always find all staff and medical staff polite and helpful. The doctors always make sure I understand everything they tell me and are always willing to take time and not	
4	9/2/25 17:33:04	Very good	Very friendly and helpful.	
5	9/2/25 19:05:16	Good	Straight forward appointment.	Nothing
6	9/3/25 9:22:00	Very good	Seen quickly and doctor was very thorough.	No
7	9/3/25 9:32:47	Very good	Friendly greeting when I arrived and saw doctor at my appointment time	
8	9/3/25 10:43:38	Good		
9	9/3/25 11:03:56	Very good	Doctor genuinely seemed to understand and care about my issues.	All was perfect for me from arrival with receptionist to leaving after seeing the doctor. Thank you.
10	9/3/25 16:52:00	Very good	The doctor and nurse were consummately professional and very engaging	None
11	9/3/25 17:15:30	Very good	GP explained everything clearly and politely and my procedure appointment was booked quickly. GP and his assistant (sorry can't remember her name) at the procedure again explained everything in depth, very reassuring and professional throughout.	
12	9/4/25 9:33:05	Very good	The nurse I seen was lovely, chatty and friendly. Put me completely at ease.	
13	9/4/25 16:15:54	Very good	First visit to the surgery and found everyone so helpful and friendly. The nurse that I saw made me feel really at ease and was very thorough and explained everything in	There really was nothing, everything was perfect.
14	9/5/25 9:09:53	Very good		
15	9/5/25 11:04:40	Very good	Very supportive and really helpful with next strpdy	Nothing
16	9/5/25 11:39:07	Very good	There were no issues and I felt listened to	Not having long to make the appointment

			Nurse wasn't the friendliest and made me feel like I was in a textbook routine service. Service itself was quick and straightforward, no issues in itself.	Nurse needs to understand different people require different types of service to feel comfortable and listened to. I was extremely nervous and stated this and asked her to help in a way I know would help me feel better, which I was talked over, told to sit down and proceeded to discuss it in a textbook like format.
17	9/5/25 12:32:44	Neither good		
18	9/5/25 14:32:28	Very good	Nurse kept go the appointment time, she was friendly and offered good advice	
19	9/6/25 9:30:35	Very good	Very welcoming. Informative, professional.	Nothing
20	9/6/25 9:32:20	Very good	Friendly and professional from booking the appointment through to consultation with Dr Dockerell. Was listened to and made to feel at ease.	
21	9/6/25 12:59:22	Very good	Thorough and helpful review	N/a
22	9/9/25 11:37:20	Good	Nurse understood my issues	
23	9/9/25 16:01:04	Very good	Efficient flight staff and GP was as always his lovely self made me feel at ease	Only waiting time as I was half an hour waiting, but that's absolutely fine compared to how I was made to feel
24	9/9/25 16:34:17	Very good	I observed GP with other patients that were before me and he showed them such compassion and care. It was wonderful to see. He is a very caring Dr. A thoroughly decent human being.	When booking an appointment, it is difficult to get one with a Dr you prefer and it is always weeks away.
25	9/9/25 16:49:09	Very good	Appointment was on time. GP very knowledgeable and thorough and I was treated very well.	Nothing
26	9/9/25 18:53:07	Very good	Doctor very informative and dealt with me with kindness	Nothing
27	9/9/25 19:14:21	Very good	GP was very good explaining about the steroid injection also his student was good	
28	9/9/25 20:39:20	Very good	Doctor Abrahams provides a valuable service in a friendly and informed manner, giving a clear explanation of the	Nothing comes to mind.
29	9/10/25 12:02:54	Very good	Doctor listened & explained re the injection & was just understanding	Nothing went in on time everything was good
30	9/10/25 12:16:00	Very good	The nurse was very nice and made my appointment very smooth and put me at ease	

31	9/10/25 17:46:11	Very good	Doctor explained very thoroughly what might happen but also reassured me that it was still very safe.	Nothing
32	9/11/25 7:37:34	Very good	I was seen GP, was given a thorough examination, helpful advice and she will be referring me for x rays and blood	Nothing - everything was good
33	9/11/25 8:55:15	Very good	Good advice and very thorough. Helped with my requests.	
34	9/12/25 9:53:57	Very good	Well cared for by all staff involved, from nurse to	No
35	9/12/25 10:11:51	Very good		
36	9/12/25 12:15:46	Very good	Prompt and professional service	
37	9/12/25 13:01:35	Very good	Kept to appointment time. All staff from receptionist to nurse were kind and compassionate	No
38	9/13/25 12:48:52	Very good	Seen on time. GP was very friendly and talked me through the procedure, side effects etc	Nothing
39	9/14/25 9:30:36	Very good	On time. Very good consultation by experienced GP	Nothing
40	9/16/25 12:02:12	Very good	Answered all my questions, thorough check on my back, good advice for going forward	
41	9/16/25 16:58:59	Very good	GP is always welcoming and friendly.	Nothing! I phoned up at 8, was phoned back at 8.30, was seen at 10.45 same day. How can you better that ?
42	9/17/25 7:09:01	Good		
43	9/17/25 16:12:51	Very good	Appointment on time	Nothing
44	9/17/25 16:37:23	Very good	Seen promptly. V efficient minor procedure.	
45	9/17/25 17:06:02	Very good	Appointment on time, thoughtful, kind and polite staff, and a doctor who always goes the extra mile to understand and listen.	
46	9/17/25 17:26:41	Very good		
47	9/17/25 17:28:02	Very good		
48	9/19/25 9:31:25	Very good	It was a telephone appointment very professional	

			It would be good to have a digital live board outlining running times with each practitioner, highlighting delays. Almost like the ones you see at a bus station or train station? I feel that 9 times out of 10, you won't be seen on time. Which is understandable as people have varying needs and 10 mins for an appointment is nothing always enough. However to manage the expectations of the patients, will remove a lot of frustration and potentially remove unnecessary interactions with reception staff etc.
49	9/19/25 9:38:20	Very good	The nurse was patient and put me at ease before my examination. Explained everything thoroughly and was kind and personable.
50	9/19/25 16:50:14	Very good	Lovely doctor made me feel really comfortable
			Nothing
51	9/21/25 9:56:51	Good	GP is a popular Dr and I had to wait many weeks for an appointment. Wish there was more appointment in general on the app instead of having to ring up. Because there are never any available
52	9/21/25 19:40:38	Very good	Toilet door very hard to open and close
53	9/23/25 12:27:54	Very good	Got my thumb sorted 🤞
54	9/23/25 17:44:33	Very good	Nurse was lovely. Very nice lady and she is doing a fabulous job. Thank you so much
55	9/24/25 7:14:34	Good	No perfect!
			Nothing
56	9/25/25 11:29:01	Very good	Dealt with promptly at reception. Doctor was very informative re my reason for the visit, followed up by text message with contacts.
57	9/25/25 12:36:29	Very good	Nurse was very professional very helpful and explained everything.
58	9/25/25 14:57:01	Very good	Nothing
59	9/25/25 19:03:16	Very good	GP is very helpful and understanding, and keen to find good outcomes for my hand problems. All staff are friendly and efficient.
60	9/25/25 19:40:19	Very good	Cant think of anything
61	9/26/25 14:15:29	Very good	Had a full check over discussed my concerns and next steps and fully understood the plan going forward
62	9/26/25 14:50:00	Neither good nor poor	
63	9/26/25 14:50:35	Very good	Caring and compassionate

64	9/26/25 15:42:36	Very good	The doctor was very attentive and informative. Went through all my medication and gave advice on each of them. They were very warm and friendly.	N/A
65	9/26/25 16:02:59	Very good	thorough she made sure I fully understood my medication and how to take it, she even sent me videos to watch so I could understand better. She was kind and listened to what i had to say, explaining what's happening with my condition and adjusting my medication accordingly. She went over side effects and adjustment periods too which I found very helpful! She was a genuinely lovely lady to talk to and very good at her job.	
66	9/27/25 10:38:20	Very good	Friendly and very helpful staff	Nothing
67	9/27/25 10:51:19	Very good	Thr Doctor listened to me and we worked together to get things rolling re my referral to a consultant	The receptionists attitudes are collectively miserable and unhelpful
68	9/27/25 11:47:57	Very good	Managed to see a doctor	When I ring the surgery and it is closed why does the answer machine go through all te information and the say 'the surgery is closed'. Why not say that initially and save approx 1 minute of time. When trying to get through at 8 am it is particularly important.
69	9/27/25 12:39:33	Very good	The Asthma nurse was excellent.	Nothing first class service as usual.
70	9/27/25 14:41:38	Very good	Your practioner was very attentive to help with my problem and keen to alleviate, if not cure, the problem. Follow up was good to arrange.	Not sure I have any useful suggestions

My appointment with GP on 25th sept was due to an appointment I had back in 6th January 2025 with a Reg with GP shadowing him , my appointment was about my knees and the constant pain from both knees and the impact it was effecting me to carry on my daily life and work , we all agreed that X-rays were needed to find the problems s I was told we will refer you for the X-rays , January/February/march/April and may passed with no referral so I contacted the pine surgery and was told to contact the X-ray department and give a phone number to see where I was on the list eventually after several phones I eventually got answered by the xray department that no referral had been made or received by the surgery so I made another appointment with the surgery about my knees . I'm so disappointed with the pine close surgery and the lack of patient care and I what an explanation why my referral was not sent to X-ray dept ?

GP has now sent a new referral for the X-rays and I have full trust I her but not with the previous doctors i had the consultation with on 6th January also my knees have considerably worsened and I now may need extra or a complete knee reconstruction due to the 8 month period I have lost due to poor service back in January so an explanation would be good why I wasn't dealt with back in January? I must again say that the consultation and care I received with GP was very professional.

		GP is an excellent doctor who listens to your concerns and acts on further investigations needed or medial advice very happy with my appointment with her on 25th sept 2025
71	9/27/25 14:43:33	Very good
72	9/27/25 22:27:43	Very good
73	9/29/25 20:03:30	Very good
74	9/30/25 18:40:45	Good
75	9/30/25 20:15:15	Very good

Just that everything went quickly and smoothly

The nurse is always friendly and I can talk to her easily

A lot more thorough and investigated

Nurse explained everything to me very well.

Nothing

Not sure

None